

## **5213 - COMPLAINT OPERATOR II**

### **NATURE OF WORK**

This is specialized responsible telecommunications work in the City of Miami Beach Public Safety Communications Unit (PSCU) retrieving, evaluating, processing, modifying, and inputting information within various computerized and manual information systems; performing clerical and technical work involving the maintenance of various documentation. Work involves performing validations on files and records. Employees operate terminal devices, printers, radios, typewriters, teletypes, and other associated equipment. Generate and distribute computerized and other reports.

Employees will perform all of the functions of a Communications Operator. Prompt and highly accurate reactions are required even under stressful and emergency circumstances. Employees are given assistance on unusual or difficult situations.

### **ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES**

Operates the PSCU Message Center and radio records channel.

Receives information and requests for information by telecommunications, radio, or in writing regarding stolen property, missing or wanted persons, or other information; documents and translates information for input or to make inquiries into automated or manual systems.

Inputs, retrieves, and distributes information from manual or computer systems including, but not limited to, stolen property; wanted or missing persons; personnel data; vehicle, boat, and other owner registration information.

Monitors local, Dade County, F.C.I.C., N.C.I.C., and other systems for teletype messages or other data.

Ensures that reports and other information are produced, distributed, and relayed to the proper authorities, by telephone, telecommunications, radio, printed report, or other means.

Receives, screens, composes, and sends administrative messages over the various telecommunication systems locally or throughout the country.

Prepares and maintains logs, activity records, and other written or computerized records or reports such as on all systems transactions.

Performs validation checks by comparing all computerized data against manual records for accuracy; resolves discrepancies.

Maintains archival files of computer printouts.

Performs simple cleaning and maintenance on work station and appropriate computer and other equipment.

May routinely perform any duties of lower communications personnel such as receive telephone calls; screen, input, retrieve, and relay information manually or via computer systems; and originate requests to dispatchers.

May maintain inventory of supplies.

May assist in training other PSCU personnel.

Performs related work as required.

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### **KNOWLEDGE, SKILLS AND ABILITIES**

- Considerable knowledge of the standards procedures, policies, and formats to effectively utilize the N.C.I.C., F.C.I.C., and Dade County criminal justice and other manual and computerized information systems.
- Considerable knowledge of modern office practices, procedures, and equipment.
- Considerable knowledge of the PSCU standard operations manuals and procedures.
- Considerable knowledge of the various types of information and data available through the manual and automated systems utilized.
- Considerable knowledge of the local geography, roadways, landmarks, and jurisdiction boundaries. Considerable knowledge of applicable law enforcement and fire practices, procedures, laws, and terminology.
- Knowledge of functions of the City and other agencies sufficient to respond to or redirect citizen inquiries.
- Skill in the use of typewriter, word processor, computer terminals, advanced multi-line telephone equipment, computer aided dispatch system, radio communication, and associated equipment and good finger and arm coordination and dexterity.
- Ability to understand, retain, and apply detailed and complex written, verbal, and demonstrated procedures, information, and regulations to a variety of situations.
- Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate action in crises situations which may include life and death decisions.
- Ability to maintain good concentration and recall information.
- Ability to effectively prioritize duties when dealing simultaneously with several functions.
- Ability to react quickly, accurately, and calmly in stressful and emergency situations.
- Ability to communicate effectively, verbally and in writing, and maintain effective working relations with other employees, other agencies, and the general public by means of radio, telephone or person-to-person contact.
- Ability to speak clearly with good diction.
- Ability to prepare and maintain accurate detailed records, logs, and other written or computerized records or reports.
- Ability to spell correctly and write legibly using correct grammar.
- Ability to verify information and resolve discrepancies.

### **MINIMUM REQUIREMENTS**

- One (1) year full-time verifiable work experience involving public contact.
- Type 30 correct w.p.m. Effective communications skills. Obtain and maintain Operator's certification for Crime Information Systems and other certificates as required. Flexible hours including nights, weekends, and holidays.

### **PHYSICAL REQUIREMENTS**

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Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling; some crawling, reaching, and handling, standing, pushing, and pulling; extensive sitting.

### **SUPERVISION RECEIVED**

Assignments and work methods are described in detail and work is performed under minimal direct supervision and with some latitude for the exercise of independent judgment. Work is evaluated by review of records generated by employee's activities or through direct observation.

### **SUPERVISION EXERCISED**

Usually none, but may be asked to temporarily act as lead worker.

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